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GENERAL INFORMATION

Why should I use Web Upload?

Web Upload is available to everyone and is a great system for submitting return information and payments electronically. The multiple customer feature is especially beneficial for tax professionals and payroll companies who file on behalf of multiple clients.

The system is also great option for small business owners who prepare return(s) using tax preparation software or use programs such as Excel for spreadsheets. You can submit information for multiple customers or periods in a single file. Web Upload also provides instant validation on files as well as the ability to schedule files for submission on a future date.

Do I have to use Web Upload if I already have a Business iFile account?

No. Web Upload is one more opportunity for you to benefit from filing/paying electronically. It is especially beneficial if you have multiple returns to file/pay at the same time or accounts that involve schedules for multiple locations. However, Business iFile cannot be used to electronically submit W-2, 1099-R or Schedule VK-1 information. To submit this data electronically, you must use Web Upload.

Is the Web Upload system secure?

Yes, it is very secure. Web Upload uses the latest Internet security technology to secure transactions. It has many layers of security, which includes processes and procedures to stop unauthorized access, validate appropriate participants and ensure the integrity of the system.

What type of equipment and software is required to use Web Upload?

All that is needed is a computer with a standard browser and access to the Internet. It is recommended to use a high-speed Internet Connection, such as DSL or Cable. The browser must be Internet Explorer version 6.0 or higher, Firefox version 2.0 or higher, or Google Chrome.

Do I have to sign up in order to use Web Upload?

Yes. There is a simple registration or "sign up" process to complete the first time you use Web Upload. You only provide your name, phone number, e-mail address and some other basic information. After the sign up, you will only need your e-mail address and password to access your account.

Do I have to sign up for each company I want to file for with Web Upload?

No. You only need to sign up once and use that one Web Upload account for multiple clients/companies. When completing the registration process, provide the contact information in the event there is a problem with the file.

Why didn't I get my confirmation email after signing up?

It's possible that your email filters are blocking the confirmation email. Check your spam filter and add webupload@tax.virginia.gov and webuploadVEC@vec.virginia.gov to your safe list of email addresses. Also, verify that your e-mail address was entered correctly during the sign up process. If you used the wrong email address, sign up again using the correct one.

Where do I start after logging into Web Upload?

Visit the "File Layouts" page to start the set up and filing process. Additional details are provided in this FAQs as well as in the Web Upload [Guide](#). Reviewing these materials will help you to file properly with Web Upload.

What does it mean that Web Upload is "file-driven"?

Instead of mailing paper returns or keying each return separately, you store all of your return/payment information in one file. There can be information for one return type or for any number of a specific return type in a single file. You are considered to have filed that return when you submit your file through Web Upload. No further action is required for the filing of the return.

Why can't I key my information into Web Upload?

As described above, Web Upload is a "file-driven" system. If you prefer to key your return/payment information, we recommend that you visit and review our [Business iFile](#) system.

What is the difference between Upload and Submit?

When you "Upload" the file, you are associating the file to your Web Upload account and it will be systemically reviewed for errors. You must then "Submit" the file in Web Upload. This actually files the return and payment information with the applicable agency.

Does Web Upload accept files with amended return and payment information?

No. You cannot amend returns and payments through Web Upload. If you find an error in your return information and the file is in the "processed status", you must submit a paper return to amend the information sent in your Web Upload file. However, if the file is in the "ready to submit" or "scheduled" status, you may make modifications as needed.

What if the due date falls on a weekend or holiday?

The return and payment information is due on the first business day following the weekend or holiday. Information must be submitted through Web Upload by midnight of the filing deadline.

Will I get a confirmation message after I submit my file?

Yes. A confirmation email is sent to your e-mail address within one business day, once your file moves from the "in process" status to the "processed" status. Please make sure your e-mail address is correct, in order to receive the confirmation email.

How do I make a payment with Web Upload?

There are two ways to make an ACH debit payment with Web Upload:

- Include the checking account and payment information for each return in the file, OR
- Save a designated checking account in your Profile to debit all payments listed in a file and indicate the use of the designated account when uploading your file with the "Bank Account" checkbox. The payment amount must still be included in the file.

Can I use a savings account rather than a checking account with Web Upload?

No. At this time, Web Upload can only accept checking account information for payments.

Can I schedule (warehouse) my payment to be submitted on a future date?

Yes. You will schedule the entire file (return and payment information) for future submission, not just the payment information by itself. Do not schedule your file for submission beyond the due date.

If I use Web Upload, do I still need to submit paper returns or income statements?

No, you no longer need to fill out and file the paper return.

FILE LAYOUT & FILE FORMATTING**When and why do I have to create a File Layout?**

You only create your File Layout once for each return type. You can edit the File Layout at any time after it has been created. Web Upload will indicate what information is required for submitting the return/payment information and how your file must be formatted. Web Upload will also use your File Layout to review your file and let you know about any errors you must fix.

Can I delete a File Layout?

Yes. You can delete a File Layout as long as all files uploaded with that layout have been processed. Deleting a duplicate File Layout is the main reason to delete a File Layout. Otherwise, you can simply edit the File Layout as needed.

Can I use the “View Sample” file on the Create Layouts page to set up my own file for Web Upload?

Yes – BUT only to set up your file. You must save your own return/payment information in that file and on your computer, so you can use it later to submit that information via Web Upload.

What types of files can I use with Web Upload?

There are three file types: Excel, fixed-width (column based) and delimited. You can choose from tab, comma or semicolon for your field delimiters. You can also zip/compress your files. PDF is not a supported file format.

What if my file contains information other than the required fields?

You are allowed to include additional information for Excel and delimited file types. You must enter the additional information in a “filler” field, which you add when creating your File Layouts. The data in the “filler” fields is considered informational and is not processed.

Do I have to change my system to use Web Upload?

No. This is one of the benefits of filing and paying with Web Upload. The Web Upload website provides the requirements and you can change your Web Upload File Layout to match what your system produces.

Can my file contain headers and/or footers?

Yes and No. To avoid errors you must enter the number of header lines and/or footer lines on the Upload Files page in Web Upload. Examples of header and footer lines include field names (like in the “View Sample” file) and column summaries. Fixed-width files must not contain headers or footers.

Do I have to report both the dollars and the cents?

Yes. All dollar/cents amounts MUST be reported and you MUST include the decimal point. For example, “\$25” must be reported as 25.00 and “\$25.49” must be reported as 25.49 in the file. This applies to “zero” due returns too. A “zero” must be reported as 0.00 in the file.

Why do I get error messages for blank rows and/or columns in my Excel file?

Sometimes an Excel file “thinks” there is still data in a row or column, even when they appear blank. To correct this you must delete the row(s) after the last row of information and delete the column(s) to the right of the last column. This is not a result of Web Upload but of Excel.